

## ABSTRACT OF THE DISCLOSURE

A system and method for monitoring a telephone switching environment. In a preferred embodiment the system and method identify telephone call segments that relate to one telephone call and construct a data representation of a lifetime of the telephone call, using  
5 data regarding telephony events associated with the telephone call segments of the telephone call. The system and method are also capable of using the data representation to display a graphical representation of a lifetime of a telephone call.